Over-the-Air Mobile Device Configuration

Set Up and Configure iOS Devices via MDM.

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Tags	Retail Technology, FOH, Red Zone, iOS, iPad, Activation, MDM, OTA

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Setup

The following setup procedures should be followed to install the Self Service app on an iOS device for manual device configuration.

Initial Setup

Before an iOS device is set up, it must be restored back to factory settings.

1. Restore the device to factory settings using "Erase All Content and Settings" from Reset menu in Settings > General.

   NOTE: If device was using a Restore Kit, restore must be done via iTunes.

2. Select your language and country.
3. Select the Apple Demo network and enter the password, located on pass.apple.com. (This network allows for faster app downloads from a local cache located in store and is required for CDN use.)
4. Enable Location Services.
5. Set up Touch ID Later and Don't Add Passcode.
6. Select "Set Up as New iPad."
7. Skip the step to sign in with an Apple ID.
8. Agree to the Terms and Conditions.
9. Turn On Siri Later.
10. Select "Don't Send" for Diagnostics.
11. Tap Get Started to begin using iPad.

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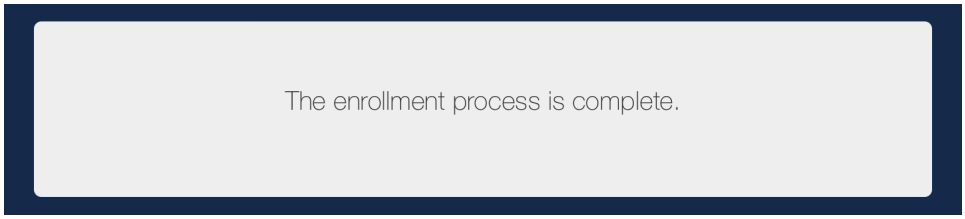
Configure and Enroll the Device

1. Ensure you are connected to Wi-Fi "Apple Demo" and navigate to the following URL in Safari: https://retailjss.apple.com/enroll
2. Log in with your LDAP credentials. Your LDAP username is typically the username before the @apple.com portion of your internal email address.
3. Follow the on-screen prompts to install the CA certificate and MDM profile.
4. If your device has been enrolled successfully, you will see a message that says "The enrollment process is complete."



   a. If not, exit Safari and start over from step 1.
5. Close Safari.
6. Once enrollment is complete go back to the Home Screen.
7. Open Self Service and sign in with your LDAP credentials.
8. You are now able to access the available configurations for iOS through Self Service.

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Install Profile

Profiles are used to configure iOS devices designed for a specific purpose.

Setup

1. Select the profile for the device type to be configured.
2. Once installation is complete, close Self Service and log back in.
3. You may see a list of apps available in "In-House" apps.
4. If prompted, tap install on any apps that request permission for installation.

Available Profiles

RetailMe	RetailMe is the one stop location for training, communication, and tools used by in-store teams for development. This profile will provide a standard set of applications with the intent of providing an in-depth experience for employees of all roles.
Activation	Setting up Activation iPads varies by locale. For detailed directions on how to set up these devices, see the "Activation iPad Setup Guide."
Youth Programs	The Youth Programs profile is a combination of Camp, Field Trip, Hour of Code, and other special events application sets. Specific instructions on which applications to install will be provided via Tasks on RetailMe.
App Enabled Accessories	Certain applications utilize external peripherals to enhance the user experience. Demonstrating these capabilities in store will feature specific hardware in conjunction with individual iOS devices. Specific instructions on which applications to install and on which devices will be provided via iPlano and Tasks on RetailMe.
Business/ Board Room iPads	From small business to Global 500 enterprises, organizations around the world have embraced iPad. Showcasing the capabilities in store will provide a robust experience to business customers.
Other	Over the Air device configuration may be utilized for the deployment of apps for other demo devices. Specific instructions on which applications to install and on which devices will be provided via iPlano and Tasks on RetailMe.

TIP	**Avoid configuring more than five devices at once as configuring multiple devices will cause significant network congestion and slow the speed of app download and installation.**

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Troubleshooting & FAQ

Basic Troubleshooting

If you experience issues with the device configuration, attempt the following steps:

- Verify the iOS device is connected to the Apple Demo network with an active connection.
- Ensure the iOS device is not enrolled in another MDM instance by navigating to Settings > General > Profiles.
- Reinstall the desired iPad profile from Self Service.
- Restore the iPad and go through the setup instructions again (pages 4 to 6).

Frequently Asked Questions

What is the CDN and how does it work with the Retail JSS?

The CDN is the in-store caching server which will hold apps that have been downloaded once for expedited future installs.

When I removed the profile, all of my apps and web clips disappeared. Why?

The app and profile deployments were designed with this in mind. This is expected behavior.

Why can't all imaging be like this?

MDM does not offer the full functionality of a Restore Kit. This includes deploying music, movies, pictures, folders, app order, app settings, and app demo content.

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How do I reenroll my device in the Retail JSS?

Delete the "MDM Profile" from Settings > General > Profiles, which will remove ALL MDM-installed content. Then you may repeat the "Setup" process starting on page 4.

Why do I have to press install so many times?

In order to install an app on the device so it may be in a managed state (updated silently, automatically in the future), someone must press "Install" at least once on the device to authorize the change to an iPad.

Why do the apps take so long to download?

The apps are currently being pulled from a single distribution point and if there is a lot of activity at the same time, performance can suffer.

Why does iWork not install automatically?

The iWork apps themselves are over twice the size of all other apps deployed over the air. They are available in Self Service under "In-House Apps" on most configurations.

Why can some apps update automatically, but some require Self Service?

The apps that were deployed automatically are able to be updated automatically, those that were installed via Self Service are not. Unlike the press to install multiple times concern with the initial configuration—all applications may be updated at once.

I had the icons in a certain order on the home screen, but then they changed. What happened?

If the profile that was used to configure the device was modified by Market Support, the update may change the deployed content.

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Why can't I have multiple device configurations on a single iPad?

Each profile has been designed for specific use cases as directed by the relevant profile's Project Manager. Due to these unique application sets and restrictions, profiles cannot be stacked onto a singular local device.

Why can't I install IS&T applications via Switchboard?

A device cannot be enrolled in two MDM instances at the same time. There is a difference between IS&T managed devices and Retail Technology managed devices.

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